Title: Issue Response via Internet	**Process Number**
Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)	______**B.3.3**__________

1. Process Definition *Provide an overview of the process and define its starting and ending points*

1.1 Starts With	Prepared Information, automated notices, and pre-schedule products.
1.2 Process Overview	Delivery of information or a response via the Internet occurs when: ▪ The requestor's preferred communication channel for receiving the response is the Internet, or ▪ A status update, prepared automated notice or pre-scheduled product that is automatically generated as part of a trust business process. Responses to a requestor via the Internet may include the results of a general query of the trust integrated data, prepared information, status updates, confirmation notices, options and/or advice. The request owner delivers the response via the Internet. Any approval required to release trust information is obtained prior to delivery. After the response via the Internet is issued, the trust officer annotates the tracking system with the details. Pre-scheduled products, such as account statements are delivered to account holders via the Internet, if the requestor's preferred communication channel is the Internet.
1.3 Stops With	Closed Inquiry / Request

2. Trust Business Objectives *Identify the Comprehensive Trust Model strategic goals and business objectives to which this process contributes.*

Goal/Objective
Provide beneficiaries with convenient access to trust account services and information.
Develop an accessible point of contact who can provide any individual Indian or tribal representative with any requested trust asset information or service regardless of ownership region or area.
Web site that provides general information concerning the trust.

3. How should Beneficiaries be involved in this process?

Beneficiary Involvement
Beneficiary receives the response to his / her inquiry / request, automated notices and pre-scheduled products via the Internet.

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4. Organizations, Offices and Roles. *Identify the DOI organizations and related roles that should be involved in performing the process.*

4.1 DOI Organizations. *Identify the DOI organizations, offices and individual roles that contribute to this process.*

DOI organizations include the Office of the Secretary, BIA, OST, BLM, MMS, OHA, OSM among others.
Offices include Central Offices, Regional Offices, Agency(Field) Offices, etc.
All individual roles that contribute, in a significant manner, should be identified.

Organization	Office	Role	Contribution
Office of the Secretary of the Interior			Approve the release of certain information and trust transactions.
BIA	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
OST	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
BLM	Field Office		Issue the response via the Internet when the BLM officer acts as the "primary point" of contact for a beneficiary's inquiry / request or if the request was transferred to BLM.
MMS	ICAM Financial Management		Issue the response via the Internet when the MMS officer acts as the "primary point" of contact for a beneficiary's inquiry / request or if the request was transferred to MMS.
OHA	Regional Office		Issue the response via the Internet when the OHA officer acts as the "primary point" of contact for a beneficiary's inquiry / request or if the request was transferred to OHA.
OSM	Field Office Regional Office		Issue the response via the Internet when the OSM officer acts as the "primary point" of contact for a beneficiary's inquiry / request or if the request was transferred to OSM.

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Organization	Office	Role	Contribution
Compacted / Contracted Tribes	Tribal / Consortium Office		Serve as a primary point of contact for beneficiaries and depends upon the degree of self-determination or issue the response via the Internet when a tribal employee acts as the "primary point" of contact for a beneficiary's inquiry / request or if the request was transferred to the tribe.
Solicitor Office			Make recommendation and opinion on the release of certain information.

4.2 External Organizations. *Identify the non-DOI organizations that support the execution of or contribute to this process.*

External Organization	Contribution
None	

5. Event(s) *Identify the events or conditions that start the process. Describe each event and indicate the frequency (daily, monthly, quarterly, etc.) in which each event is expected to occur. An event may be an external interaction (a beneficiary submits an application), the expiration of a period of time (a lease is due to expire in 90 days), or the realization of some pre-defined threshold (an IIM account reaches the automatic disbursement threshold).*

Event	Description	Estimated Frequency
Issuance of Personal Identification Number (PIN)	Issuance of the PIN may be either a first-time or a replacement for a forgotten or lost PIN.	
Update to beneficiary's personal data	A confirmation notice is communicated to the beneficiary upon updating his / her personal data.	
Completion of a response to a beneficiary's inquiry / request	Responses to a beneficiary's inquiry / request may be obtained from the trust integrated data and /or from contact with another trust technical expert.	

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Event	Description	Estimated Frequency
Status Update	The beneficiary receives status updates periodically to keep him / her informed as to the status of his / her inquiry / request.	
Counsel on asset options	Counsel may include financial planning, Land and Natural Resource Planning, and / or Land and Natural Resource Use and Management. The counsel results may be options and / or advice.	
Beneficiary involvement in asset planning and management	Beneficiaries may be involved with the planning and management for ownership, land and natural resource planning, and / or land and natural resource use and management. Usually, the result is a product, such as a plan, lease, etc.	
Beneficiary account administration	A confirmation notice is communicated to the beneficiary upon the establishment of an account resulting from an ownership and / or land and natural resource use and management transaction.	
3rd Party account administration	Notification to the both the 3rd party and beneficiary when a beneficiary's account is updated to establish automatic payments made to a 3rd party on behalf of the beneficiary.	
Pre-scheduled product	Pre-scheduled products, such as account statements are generated by the system.	

6. Inputs and Outputs.

Identify and describe all inputs and outputs related to this process. Inputs are information or materials used during the execution of the process; outputs are materials or information produced by the process.

6.1 Inputs

Input	Description
Newly assigned Personal Identification Number (PIN)	The B.1.1 process assigns the Personal Identification Number (PIN).
Confirmation Notice	The B.2.1 process provides the confirmation that the beneficiary's personal data was updated. The transaction results, indicating both the original and new data, are included. The B.6.3.1 process provides the confirmation that a beneficiary's account has been established or updated as a result of an ownership, land and natural resource use and management. The B.6.3.3 process provides the confirmation that a beneficiary's account has been updated to allow for automatic payments to a 3rd party.
Response to inquiry / request	The B.2.2 process provides the response to the beneficiary's inquiry / request.

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Input	Description
Notification / Status Update	Provides the beneficiary with a notice and / or status update on his / her trust transaction.
Pre-scheduled product	Pre-scheduled products, such as account statements are generated by the system.

6.2 Outputs

Output	Description
New Personal Identification Number (PIN)	The issuance of the PIN needs to follow secure procedures.
Confirmation Notice	The confirmation notice shows that the beneficiary's personal data was updated and /or a beneficiary account was established or updated as requested.
Response to beneficiary inquiry / request	The completed response to the beneficiary's inquiry / request was made by a query to the trust integrated data and / or by contacting a trust technical expert.
Notification / Status Update	Provides the beneficiary with a notice and / or status update on his / her trust transaction.
Pre-scheduled product	Pre-scheduled products, such as account statements are provided to the beneficiary.
Approval for release of information	The release of certain trust information may require approval or signatory authority.

7. Fiduciary and Legal Obligations and Controls

7.1 Obligations

Identify and describe the legal and fiduciary obligations that impact this process. For each obligation, indicate the document or commitment that defines the obligation and the citation (paragraph or section) within the document that pertains to this process.

Obligation	Source	Business Impact
Secretary's Trust Principles		Provides guidance on responsibility for the management of the Indian trust assets, information and records.
5 USC 552 (Privacy Act / Freedom of Information Act)		Provides protection of the beneficiary's identification and confidential personal information.

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Obligation	Source	Business Impact
25 CFR 115 (Trust Funds for Tribes and Individual Indians Regulations)		Provides regulations governing beneficiary trust accounts.
25 CFR 1200 (American Indian Trust Fund Management Reform Act)		Establishes oversight on DOI Trust reform efforts and allows the Secretary to discharge trust responsibilities.
25 USC 4001		Provides authority for 25 CFR 1200.

7.2 Controls

Identify and describe any controls (enforcement mechanisms) that may be used to ensure that the process adheres to obligations and internal process requirements. Controls may be reviews, audits, segregated duties, etc. Indicate the reason that each control should be introduced (name the obligation that a control is intended to enforce; indicate any controls required to ensure consistency or reliability).

Control	Reason	Description
BIA / OST Interagency Procedures Handbook	Ensures consistency for communications with the beneficiary.	Contains standard administrative operating procedures for releasing IIM account information
Bureau Controlled Correspondence (BCCO)	Ensures proper handling of correspondence.	Departmental manuals provide policy guidance for controlled correspondence

8. Mechanisms (Systems of Record)

Identify the mechanisms, or systems, that are needed to support the process (ex: Ownership, Leasing, Workflow Management, Office Filing System, etc.). Indicate the information and activities, relevant to this process, that each system supports.

System Name	Support
Tracking System	Tracking data is annotated when a request is completed and the response is communicated to the beneficiary via the Internet.

9. Inter-Process Relationships

Identify other trust processes that are related to this process (either predecessors or successors). If applicable, indicate the condition under which the processes are related.

9.1 Predecessors.

Predecessors are processes that either produce information required by this process or that result in the need to execute this process.

Process No.	Name	Condition of Relationship
None		

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9.2 Successors. *Successors are processes that either use information produced by this process or that must be executed as a result of performing this process.*

Process No.	Name	Condition of Relationship
B.3.4	Conduct Follow-up	Follow-up to an Internet response may be performed to ensure that the requestor received the response.

10. Comments

Summarize any discussion, problems, issues or recommendations that should be considered when reviewing process performance. Category Values (Note, Best Practice, Decision, Problem, Issue, Recommendation)

Category	Comment
None	